



We invite applications for the position of:

**COMMUNICATIONS
TRAINING SUPERVISOR**

(Limited Period - Two Years)*

\$99,738 to \$117,339 Annually

(Starting salary is negotiable, commensurate with candidate's skills, abilities and experience. Incentive pay beyond the range may be awarded for meritorious performance. Comprehensive benefit package included.)

"Coming to work every day in which my fellow co-workers work their hardest to provide the very best for the citizens of Mountain View and ensure the safety of all field personnel has been beyond an honor to be a part of." -J. Cardinale, Public Safety Dispatcher II

Why Consider The City of Mountain View?

It's simple. We are a **passionate team of professionals committed** to providing **excellent service** to the **community** we serve, and we want you to join us! When you become part of the City of Mountain View family, you will find this is not just a J-O-B, it is a way of life for those who seek a mission-oriented culture.

About This Role

We want a highly motivated, creative, resourceful, and organized professional to join the Mountain View Police Department for the position of **Communications Training Supervisor**. You will join a fast-paced, dynamic team environment, play a vital role in successfully directing all training programs for the 9-1-1 Emergency Communications Unit of the Police Department. You can review the detailed job description for the position on the City's website [here](#).

What You Bring

- An Associate's degree from an accredited college or university in a closely related field, and
- Five years of experience in a public safety agency, with eighteen (18) months of which must include supervisory and training experience in emergency communications supervision
- A Bachelor's degree from an accredited college or university in a related field may be substitute for two (2) years of public safety agency experience
- Possession of a valid California Class C Driver License
- Possession of Emergency Medical Dispatch (EMD) certificate
- Possession of Emergency Medical Dispatch-Quality Assurance (EMD-Q) certificate is required within six months of appointment

Bonus Points (Highly Desirable)

- Prior communications training officer experience
- POST Dispatcher certificate
- Master's degree in public administration or related field

Who You Are

- You have a proven track record in public safety dispatching and demonstrate a passion for the development, implementation and evaluation of training and education programs
- You have excellent presentation, facilitation and interpersonal skills
- You're politically astute with exceptional verbal and written communication skills
- You have the ability to work independently as well as an effective team player in a fast-paced environment
- You can respond to changing priorities in a calm and effective manner
- You bring the ability to identify creative solutions for the continuous improvement of training related materials and determine the best learning solutions and mediums to meet learning objectives
- You establish and maintain effective working relationships and enjoy collaborating with others.
- You are a multi-tasker with a good sense of humor

What You'll Do

- Collaborate with and assist Communications Operations Supervisor in the review, development, maintenance and supervision of Dispatcher training standards and materials
- Determine objectives and methods of instruction and develop curriculum for effective classroom training, scenario-based training, on-the-job training, and remedial training modules